



ISABEL PEREIRA

PROFILE

27+years of global expertise in handling duties related to Secretarial, Customer Support & Admin profiles, working with MNC's and showcasing an ability to work in a fast-paced and dynamic environment.

CONTACT

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LOCAL ADDRESS:

Al Khail Heights.

Al Quoz, Dubai – U.A.E.

EDUCATION

G.N. Khalsa College – Mumbai University, India.
BCom (1992).

Gloria Convent High School – Mumbai, India.
SSC (1987).

WORK EXPERIENCE

M/s. Beaver Gulf Precast Concrete FZE. Dubai.

Sr. Sales Coordinator / Secretary.

September 2017 to present.

Reporting to the Managing Director (MD).

Responsible for duties related to CDC.

Responsible to implement document related strategies for departments.

Coordinating and assisting departments in ensuring proper documentation is followed.

Maintain Documentation and proper filing of all

incoming and outgoing documents for Management

Attend to incoming queries and direct appropriately.

Check and segregate all incoming emails according to the requirements between regular intervals.

Preparing internal & external correspondence for Management.

Drafting and preparing correspondence related to the department.

Attending Management meetings, preparing reports and minutes.

Arranging for external and internal meetings for CEO and MD.

Meeting and greetings Clients for CEO and MD.

M/s. United Precast Concrete Dubai LLC.

Sales Secretary.

May 2007 to August 2017.

Reporting to the Executive Sales Manager (ESM).

Attend to incoming queries and direct appropriately.

Maintain record of all documentations and proper filing system for all incoming and outgoing correspondence.

Arrange for meetings within the department and prepare minutes.

Arrange for external meetings for ESM.
Prepare internal and external correspondence on behalf of ESM.

*M/s. N.D. Naik (Dealers of TATA Motors – Goa branch).
India.*

Customer Support Assistant.

September 2005 – September 2006.

Reporting to the Managing Director (MD).

First point of contact for clients.

Responsible for managing day to day Sales activities.

Preparing reports for MD.

Attending meetings with MD and preparing minutes.

Managing filing system and prepare weekly reports for MD.

*M/s. Wipro Spectramind e-Services Ltd. (a leading BPO
in Mumbai). India.*

Customer Support Assistant (AMEX process).

January 2003 to July 2005.

Reporting to the Team Leader.

Receiving calls from AMEX customers (US based),
checking their requirements and providing solutions.

Achieved excellent customer service award within the
team consecutively three times in a year

Achieved best customer service recognition by AMEX
supervising team from America.

*M/s. Infinity Health Management (TPA/Service Provider
for Oriental Insurance Co. Ltd). Goa – India.*

Administration Manager.

March 2000 to December 2002.

Reporting to the Director.

Oversee the entire functioning of the administration for
the Bangalore branch.

Handling the entire sales and customer service team.

Managing the cash flow of the company.

Preparing reports for the Director.

*M/s. Infinity Health Management (TPA/Service Provider
for Oriental Insurance Co. Ltd). Goa – India.*

Administrative Assistant.

March 1999 to February 2000.

Reporting to the Director.

Handling all administration duties for the Goa branch.

Assisting in outstanding payments collection.

Awarded best employee of the year.

Maintaining customer database and all records.

M/s. Holidays Private Ltd. Goa – India.

Customer Support care Associate.

November 1999 to December 1998.

Reporting to Sales Manager.

Handling inbound and outbound calls.

Maintain good relationship with Clients.

Attend queries and provide an satisfactory or alternative solution.

M/s. Radical Solutions Infotech (Franchisee of Wipro

InfoTech, Mumbai. Call Dispatcher.

July 1992 to December 1994.

Reporting to Director.

Attend customer complaints, prioritize and ensure action is taken to resolve the issues based on the criticality.

Handling a team of 15 Sales reps.

Stock taking of all hardware and ensure availability of required materials in store at all times.

Prepare weekly reports.

Handle petty cash.

SKILLS

- Experienced at managing change with expertise and a quick learner.
- Excellent oral and written communication skills.
- Ability to build positive and productive relationship with customers and team members.
- A professional with an ability to work independently and a determination to achieve given goals.

LANGUAGES (READ & WRITE)

- English.
- Hindi.
- Marathi.
- Konkani.